



Programs Administrative Assistant Programs Department

Job Title: Programs Administrative Assistant
Department: Programs Department
Reports to: Programs Manager
FLSA Status: Full-Time, Hourly, Non-Exempt
Hourly Rate: \$18.50

Our Mission: Miracles for Kids is a 501(c)(3) nonprofit serving children with life-threatening illnesses and the families that care for them. By operating programs that provide financial aid, basic needs, and wellness to patients and their families, Miracles for Kids creates stability when families are crumbling from the financial and emotional devastation of fighting for their child's life. Founded in 2002, Miracles for Kids operates one office in Irvine, CA, and two subsidized apartment complexes, Miracle Manor in Orange, CA and Anaheim, CA.

Job Overview: The Programs Administrative Assistant is responsible for assisting the Programs Department and Staff with necessary tasks and responsibilities to provide timely and culturally competent programmatic services. This position is a great opportunity to gain experience in nonprofit program coordination, research, planning, and evaluation.

Job Duties:

- Bill Pay Program
 - Responsible for tracking new applications and the Eligibility Intake Tracker.
 - Responsible for tasks related to new family applications such as contacting families, assess applications, and request necessary documents.
 - Assist programs coordinators by conducting routine monthly calls to gather medical and family status reports with the grant recipient using a database system as needed.
 - Track and update family data through database as needed.
 - Phone banking for special projects.
 - Answering phone calls/front desk.
 - Data entry
 - Translating letters and forms from English to Spanish.
 - Collecting, scanning, and uploading documents into a database system.
 - Assist with renewal grant application tracker to request medical consent forms by directly communicating with hospital Social Worker's.
 - Interaction with applicants on the phone and helping them with their questions.
 - Support with Movie Night and administrative needs.
 - Learn a new case management database and data entry methods using Apricot.
 - Work closely with Programs Coordinators.

- Events
 - o Be available for special events associated with Miracles for Kids when instructed by the Programs Manager.
 - o Be available to alternate work schedule to fit program events and activities when instructed by Programs Manager.
- Meetings
 - o Attend monthly Programs staff meetings and monthly all staff meetings.
- Other
 - o Support with calls to families for Basket of Miracles as needed, specifically Spanish speaking to confirm address and delivery of baskets and administrative tasks such as patient profiles.
 - o Support with Wellness Program calls and administrative tasks.
 - o Support with project requests.

Preferred Qualifications:

- Required - Bilingual in English and Spanish (written and oral)
- Experience in working with under-resourced individuals as well as sick children and their families.
- Able to handle difficult situations and effectively communicate with clients and staff.
- Statistical background, able to utilize Microsoft Excel, Word, PowerPoint, and databases to effectively report outcomes for evaluation.
- Ability to deal with crisis situations effectively and calmly.
- Ability to be flexible to accommodate immediate organizational needs.
- Responsible, mature, and able to make appropriate decisions quickly.
- Compassionate with a heart ready to serve others.

Work Environment:

- Full-time at our Irvine Office.
- Occasional driving to storage, post office and other program needs.

Interested? Apply Today!

- Please email your cover letter and resume to macosta@miraclesforkids.org and mmartinez@miraclesforkids.org
- In your cover letter please explain why this position appeals to you and indicate your hourly wage expectations.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and required skills. Job Description may be subject to change to meet the needs of the organization. Employment with Miracles for Kids will be "at will," meaning that either the employee or Miracles for Kids may end employment at any time and for any reason, with or without cause.